



MEDIA RELEASE

STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

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Tennessee Division of Consumer Affairs Recognized at the NACAA Annual Meeting

Nashville, TN - The Tennessee Division of Consumer Affairs was presented an award for the Consumer/Homeowner Accountability and Mediation Program, also known as CHAMP, at the annual Achievement in Consumer Education (ACE) awards luncheon last week for it's innovation and excellence assisting consumers through the program.

This luncheon was part of the National Association of Consumer Agency Administrators' 33rd Annual meeting in Dallas, TX.

Created in 2005, the Consumer/Homeowner Accountability and Mediation Program (CHAMP) works with the Board for Licensing Contractors and the Home Improvement Commission to investigate and mediate complaints received from both homeowners and contractors. In 2007, CHAMP received 391 complaints and helped consumers receive \$70,317.03 in repairs, refunds, and/or recovered merchandise.

"The CHAMP Program has been a success for consumers that need assistance with mediation when their complaint is not of a regulatory nature," said Mary Clement, Director for the State of Tennessee Division of Consumer Affairs. "We are honored to have received this prestigious award and are grateful for the recognition from the NACAA. The CHAMP staff deserves credit for their hard work on behalf of consumers of Tennessee."

"CHAMP had already proved to be a success with our Board and I'm so glad to see it being recognized," said Carolyn Lazenby, Executive Director for the Board of Licensing Contractors. "I hope this leads to other states adopting the mediation process to benefit consumers."

To file a complaint with the Contractor's Board, please call 1-800-544-7693 or visit <http://tennessee.gov/commerce/boards/contractors>.

For more information or to get the latest Problem Contractor's List, please contact the Tennessee Division of Consumer Affairs at 1-800-342-8385 or visit www.tennessee.gov/consumer.

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